



# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

## Jackson Correctional Institution

**DATE:** August 1, 2020  
**TO:** Visitors to Jackson Correctional Institution (JCI)  
**FROM:** Warden Lizzie Tegels  
**RE:** Video Visitation at JCI

Beginning August 4, 2020, JCI will expand its video visitation via ZOOM Video Communications for the men in our care and their loved ones. This is a free service, and the men in our care who are not on disciplinary status restrictions, and visitors who conduct themselves according to JCI's procedures, will be able to have ***one 45-minute video visit per week***. We realize this does not take the place of in-person visits, but it allows a visual visit with your loved one while helping JCI maintain as healthy of an environment as possible during the COVID-19 global pandemic. Below are the procedures JCI has implemented for the video visitation process. This process will be periodically evaluated to determine if additional procedures need to be incorporated.

### Procedures:

1. Visitors must have previously completed a Department of Corrections (DOC) Visitor Questionnaire, Form DOC-21 AA, and be on the approved visiting list for the person in our care (PIOC) they want to visit. Children or minors will be allowed to visit as long as they are already on the approved visiting list.
2. Video visit eligibility will be determined based on the PIOC's current status or disciplinary status restrictions in accordance with Wisconsin Administrative Code Chapter DOC 309.06 – 309.12 Visitation.
3. Video visits can be scheduled by emailing: [DOCDIJCIZoomVisits@wisconsin.gov](mailto:DOCDIJCIZoomVisits@wisconsin.gov). PIOC are responsible for contacting their visitor(s) with their available schedule information. Visitors can then email the above address and supply the following information in their email requesting a visit:
  - a. PIOC's name and DOC number.
  - b. Visitor name(s) and date(s) of birth for each person who will be on the video visit; limit of six visitors.
  - c. Two or three preferred dates/times for the visit.

JCI will do its best to accommodate the visit. Visits are scheduled on a first come, first served basis, as space and time slots are limited.

4. Prior to the start of the video visit, the visitor(s) will be required to show an approved form of identification.
5. ***One 45-minute video visit per week will be allowed.*** Proper cleaning will be conducted between video visits.
6. Video visits can be scheduled as follows:

|                                |   |
|--------------------------------|---|
| Tuesday through Friday         | 3:00 – 8:00 p.m.; visits end at 8:45 p.m.<br>(Visits are unavailable from 4:00 – 5:00 p.m.)       |
| Saturday, Sunday, and Holidays | 8:00 a.m. – 3:00 p.m.; visits end at 3:45 p.m.<br>(Visits are unavailable from 12:00 – 1:00 p.m.) |

7. Once a video visit has been scheduled, the PIOC will receive a visit pass indicating the date, time, and visiting booth number; it is his responsibility to arrive in the Visiting Room on time. The visitor will then receive an email confirmation reply indicating the date and time of the visit, plus a link indicating how to connect to the video visit. We suggest visitors download the ZOOM app prior to the first video visit to ensure accessibility, and also become familiar with this app so time is not missed during the visit trying to connect and learn the app's features. The app can be downloaded on a computer, laptop, cell phone, or tablet. JCI does not have the capability to resolve technical difficulties on the visitor's end.
8. Video visits will not be rescheduled due to tardiness by either party or technical difficulties.

**Conduct Rules:** Below are the conduct rules JCI will expect from both the persons in our care and their visitors. Further restrictions will be implemented if conduct between the two parties does not adhere to a "family friendly" visit.

1. All video visits will be monitored by JCI's Visiting Room staff.
2. DAI Policy #309.06.01 – Visiting, is to be adhered to at all times.
3. PIOC are responsible to inform their visitors of all the rules governing their video visit. Any violations will result in the termination of the video visit and is subject to suspension of visits by the Security Director.
4. Conversation during video visits will be held to a normal tone of voice so as not to disturb others. Only one warning will be provided in regards to this matter before the video visiting session will be terminated.
5. Only those scheduled to attend the video visit are permitted to be on the video screen. Any attempt by another person to join the visit may result in the video visit being terminated.
6. Visitors are not permitted to record or photograph the video visit.
7. Visitor attire cannot have any of the following:
  - a. Exposed undergarments.
  - b. Clothing with revealing holes, tears, or slits.
  - c. Clothing or accessories with obscene or profane writing, images, or pictures.
  - d. Gang-related clothing, headwear, shoes, logos, or insignias.
  - e. Transparent/translucent (see-through) clothing.
8. Video visiting will be terminated immediately if:
  - a. There is any suspicion of illegal activities.
  - b. There are any behaviors deemed inappropriate in the Visiting Room setting.
  - c. Any inappropriate behavior outlined as unacceptable in accordance with DAI Policy #309.06.01 – Visiting, which includes, but is not limited to, the following:
    - Sexual acts or nudity.
    - Drug and alcohol use during the visit.
    - Showing of objects identified as a threat (firearms, weapons, knives, etc.)
    - Inappropriate language.
    - Inappropriate location of visitor (bar, night club, etc.)
    - Operating a vehicle during the scheduled visit.

Please refer to the DOC's public website, <https://doc.wi.gov>, for future revisions to JCI's video visitation procedures and conduct rules.